



## G--VISN 19 Homeless Shelter services

**Solicitation Number:** VA25910RP0149

Agency: Department of Veterans Affairs

Office: VA Rocky Mountain Consolidated Contracting Center

Location: Department of Veterans Affairs

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**Notice Type:**

Solicitation

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**Classification Code:**

G -- Social services

**NAICS Code:**

624 -- Social Assistance/624221 -- Temporary Shelters

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**Synopsis:**

Added: May 18, 2010 5:59 pm

THIS IS A PRESOLICITATION NOTICE: Request for Proposal VA-259-10-RP-0149. The Department of Veterans Affairs VISN 19 Rocky Mountain Network is soliciting proposals using full and open competition and commercial items procurement procedures from transitional housing (Homeless Shelter) providers to provide transitional housing services to eligible beneficiaries of the VA. VA anticipates multiple awards of Indefinite Delivery Indefinite Quantity (IDIQ) contracts to satisfy this requirement. Services are sought for all counties under the jurisdiction of the VISN 19 Rocky Mountain Network to include all counties within the jurisdiction of the following medical centers; the Eastern Colorado Health Care System, Denver, CO; VA Medical Center, Grand Junction, CO; the Salt Lake City Health Care System, Salt Lake City, UT; VA Montana Health Care System, Fort Harrison, MT; VA Medical Center, Sheridan, WY; and VA Medical Center, Cheyenne, WY. Contractors may provide care to patients in all or a specified geographical portion of the following states: Colorado, Utah, Nebraska, Idaho, Kansas, Nevada, Wyoming, and Montana. Services will be in accordance with VA policies and procedures and the regulations of the medical staff bylaws of the VA facility for which service is provided. Services will be required for a base year with four one-year pre-priced options for renewal. Services will include; room and board, including at least three (3) nutritionally adequate meals a day, 7 days a week; laundry facilities for residents to do their own

laundry or to have laundry done; therapeutic and rehabilitative services determined to be needed by the individual patient in a plan developed by the contractor with input from the patient and the VA Health Care for Homeless Veterans (HCHV) case manager. Contractor shall be required to address the following evaluation criteria, which must be submitted as part of their proposal: 1) Mission capability; 2) Past Performance; 3) Cost/price: A contract may be awarded with or without discussions resulting from the solicitation to the responsible offeror(s) whose proposal conforms to the solicitation that will be most advantageous to the Government, price and other factors as outlined in the solicitation considered. The NAICS code is 624221, Temporary Shelter with a small business size standard of \$7.0 million. All other requirements will be included in the solicitation which shall be posted on or about June 2, 2010 at the FedBizOpps website <https://www.fbo.gov>. Solicitation number VA-259-10-RP-0149 has been assigned and shall be referenced on all correspondence regarding this announcement and solicitation. Interested firms are reminded that in accordance with FAR Part 4.11, prospective contractors are required to have an active registration in the Central Contractor Registry (CCR) and FAR Part 4.12, prospective contractors must complete electronic on line annual representations and certifications (ORCA) databases prior to award of a contract. Both can be accessed at the Business Partner Network (BPN) website at <http://www.bpn.gov/>. The Contracting Officer for this acquisition is Mr. Terry Hannigan. Mr. Hannigan can be contacted via email at [terance.hannigan@va.gov](mailto:terance.hannigan@va.gov).

**Solicitation 1**
**Type:** Solicitation

**Posted Date:** June 2, 2010

[https://www.vendorportal.ecms.va.gov/FBODocumentServer/DocumentServer.aspx?](https://www.vendorportal.ecms.va.gov/FBODocumentServer/DocumentServer.aspx?DocumentId=127432&FileName=VA-259-10-RP-0149-000.doc)

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**Description:** VA-259-10-RP-0149 VA-259-10-RP-0149.doc

**Contracting Office Address:**

Department of Veterans Affairs;Rocky Mountain Network;VISN 19 Contracting;4100 E. Mississippi Avenue, Suite 610;Glendale CO 80246

**Place of Performance:**

VA Montana Health Care System;Fort Harrison VA Medical Center;1892 Williams St.;Fort Harrison, MT 59636  
US

**Point of Contact(s):**

Department of Veterans Affairs  
VISN 19 Consolidated Contracting Center  
4100 E. Mississippi Ave., Ste 610  
Glendale, CO 8024646

Contracting Officer

**ALL FILES**

Solicitation 1 

# **VASLCHCS Health Care for Homeless Veterans Program Initiatives**

## **1. Healthcare for Homeless Veterans (HCHV)**

The core mission of HCHV is primarily to perform outreach, provided by VA social workers and other mental health clinicians, to identify homeless veterans who are eligible for VA services and assist these veterans in accessing appropriate healthcare and benefits. The HCHV program at the VA Salt Lake City Health Care System is comprised of 16 mental health clinicians and one program support assistant.

## **2. Grant and Per Diem Program**

The Grant and Per Diem (GPD) Program is offered annually (as funding permits) by the VA to fund community-based agencies providing transitional housing or service centers for homeless Veterans. Under the Capital Grant Component VA may fund up to 65% of the project for the construction, acquisition, or renovation of facilities or to purchase van(s) to provide outreach and services to homeless Veterans. Per Diem is available to grantees to help off-set operational expenses. Non-Grant programs may apply for Per Diem under a separate announcement, when published in the Federal Register, announcing the funding for "Per Diem Only." The VA Salt Lake City Health Care System currently provides support and funding for 164 operational transitional housing beds.

## **3. HUD-VASH**

The Department of Housing and Urban Development and Department of Veterans Affairs Supported Housing (HUD-VASH) Program provides permanent housing and ongoing case management treatment services for homeless Veterans who require these supports to live independently. HUD has allocated over 20,000 "Housing Choice" Section 8 vouchers to Public Housing Authorities (PHAs) throughout the country for eligible homeless Veterans. This program allows Veterans and their families to live in Veteran-selected apartment units. The vouchers are portable, allowing Veterans to live in communities where VA case management services can be provided. This program provides for our most vulnerable Veterans, and is especially helpful to Veterans with families, women Veterans, recently returning Veterans and Veterans with disabilities. Evaluation of an earlier, similar program demonstrated that most Veteran participants remained permanently housed. There are currently 105 Veterans in the VA Salt Lake City Health Care System's HUD VASH Program.

## **4. Veteran Justice Outreach Initiative**

The purpose of the Veteran Justice Outreach Initiative (VJO) initiative is to divert appropriate Veterans from incarceration by ensuring that eligible justice-involved Veterans have timely access to VHA mental health and substance abuse services when clinically indicated, and other VA services and benefits as appropriate.

VA is emphasizing justice-focused activity at the medical center level. VA Medical Centers have been strongly encouraged to develop working relationships with the court system and local law enforcement and must now provide outreach to justice-involved Veterans in the communities they serve.

Each VA medical center has been asked to designate a facility-based Veterans' Justice Outreach Specialist, responsible for direct outreach, assessment, and case management for justice-involved Veterans in local courts and jails, and liaison with local justice system partners.

The Veterans Justice Outreach Specialist at the VA Salt Lake City Health Care System is currently involved with the following community programs: United States District Court of Utah RISE program (federal Mental Health Court); partnership with federal Judge which has started an informal Veterans Court; involvement with 2 state Mental Health Courts who have expanded their admissions criteria to include the diagnosis of PTSD specifically for veterans; Salt Lake City Justice Court Veterans Intervention and Probation Support program (VIPS); identification of eligible veterans at early stages of involvement in the criminal justice system.

## **5. HCHV Contract Transitional Housing Initiative**

The Health Care for Homeless Veterans (HCHV) Contract Transitional Housing and Supportive Service Program provides VA an opportunity to rapidly reduce homelessness among Veterans, particularly those who present with co-occurring mental health and substance use treatment needs and have been difficult to engage in treatment. In addition to targeting the Veteran who is homeless or at risk for homelessness and who presents with co-occurring mental health and substance abuse treatment, the HCHV Contract Transitional Housing and Supportive Service program also targets and prioritizes homeless Veterans transitioning from literal street homelessness, those being discharged from VA medical centers, those who present themselves at VA emergency rooms and CBOCs, and Veterans who recently became homeless and require safe and stable living arrangements prior to being re-housed. The VA Salt Lake City Health Care System currently has one contract with a community provider but is in the process of developing additional contracts.

## **6. Supported Housing**

Like the HUD-VASH program identified above, staff in VA's Supported Housing Program provides ongoing case management services to homeless Veterans. Emphasis is placed on helping Veterans find permanent housing and providing clinical support needed to keep veterans in permanent housing. Staff in these programs operate without benefit of the specially dedicated Section 8 housing vouchers available in the HUD-VASH program but are often successful in locating permanent housing through local means (i.e., tax credit & senior housing).

## **7. National Call Center for Homeless Veterans**

The Department of Veterans Affairs' (VA) has founded a National Call Center for Homeless Veterans hotline to ensure that homeless Veterans or Veterans at-risk for homelessness have free, 24/7 access to trained counselors. The hotline is intended to assist homeless Veterans and their families, VA Medical Centers, federal, state and local partners, community agencies, service providers and others in the community. To be connected with trained VA staff member call **1-877-4AID VET (877-424-3838)**. The VA Salt Lake City Health Care System's HCHV Program is currently receiving and responding to referrals from the National Call Center for Homeless Veterans.

FY11 Homeless Grant Awards		
Organization	Category	FY11 Award
Canyon Creek Womens Crisis Center	Temporary Shelter	\$10,000
Center for Women and Children In Crisis	Temporary Shelter	\$11,000
Citizens Against Physical And Sexual Abuse (CAPSA)	Case Management	\$30,427
Citizens Against Physical And Sexual Abuse (CAPSA)	Temporary Shelter	\$40,814
Dixie Care and Share	Temporary Shelter	\$30,611
Family Promise Salt Lake	Case Management	\$18,896
Family Promise Salt Lake	Operation and	\$18,896
Five County Association of Governments	Case Management	\$30,000
Friends Of The Coalition	Case Management	\$11,337
Friends Of The Coalition	Temporary Shelter	\$28,343
Homeless Veterans Fellowship	Case Management	\$15,116
Homeless Veterans Fellowship	Outreach	\$6,330
Homeless Veterans Fellowship	Transitional Housing	\$28,343
Housing Assistance Management Enterprise	Case Management	\$113,373
Housing Authority of the County of Salt Lake	Case Management - Kelly Benson Apartments	\$60,000
Housing Authority of the County of Salt Lake	Case Management - Grace Mary Manor	\$120,000
Iron County Care and Share Inc	Essential Services	\$15,022
Iron County Care and Share Inc	Temporary Shelter	\$44,405
Logue Foundation	Case Management	\$61,410
Logue Foundation	Transitional Housing	\$16,813
New Horizons Crisis Center	Temporary Shelter	\$11,000
Salt Lake County Community Resources and Development	Case Management	\$48,184
Salt Lake County Community Resources and Development	Transitional Housing	\$20,000
Salt Lake County Homeless Coordinating Council	Other	\$70,000
South Valley Sanctuary	Case Management	\$7,000
South Valley Sanctuary	Temporary Shelter	\$15,000
St. Anne's Center	Case Management	\$94,478
St. Anne's Center	Essential Services	\$19,840

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Organization	Category	FY11 Award
St. Anne's Center	Temporary Shelter	\$42,515
The Road Home	Case Management - Housing	\$50,111
The Road Home	Essential Services	\$9,448
The Road Home	Operation and Maintenance - Main Shelter	\$294,027
The Road Home	Case Management- Pathways	\$38,547
The Road Home	Case Management- Palmer Court	\$302,329
The Road Home	Temporary Shelter - Main	\$142,516
The Road Home	Temporary Shelter - Winter	\$67,457
Tooele County	Case Management	\$31,070
Uintah County	Case Management	\$23,619
Valley Mental Health	Case Management - Road Home	\$59,816
Valley Mental Health	Case Management - Pathways	\$37,304
Valley Mental Health	Case Management -HARP	\$21,938
Volunteers Of America	Case Management - HYRC	\$24,234
Volunteers Of America	Case Management - Housing	\$24,234
Volunteers Of America	Case Management - Pathways	\$68,213
Volunteers Of America	Outreach - Youth	\$19,746
Volunteers Of America	Outreach - Adult	\$39,492
Volunteers Of America	Temporary Shelter - CWC	\$41,287
Volunteers Of America	Transitional Housing	\$19,746
Wasatch Homeless Health Care	Case Management	\$3,786
Wasatch Homeless Health Care	Other	\$34,761
Wasatch Mental Health Services SSD	Case Management	\$11,337
Wasatch Mental Health Services SSD	Temporary Shelter	\$24,092
YWCA of Salt Lake City	Temporary Shelter	\$45,000
YWCA of Salt Lake City	Transitional Housing	\$26,000





Date application received by HPRP Coordinator: \_\_\_\_\_  
Annual Income Limit: \$ \_\_\_\_\_  
Area Fair Market Rent: \$ \_\_\_\_\_  
Applicant's Monthly Rent: \$ \_\_\_\_\_

## II-1. HPRP Application

Applicant's name: \_\_\_\_\_ Spouse/Partner's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ County: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ Telephone: \_\_\_\_\_

Social Security No:           /          /           Date of birth:                      Gender: ☐ Male ☐ Female

Ethnicity: \_\_\_\_\_ Race: \_\_\_\_\_ Veteran? ☐ Yes ☐ No Any children under the age of 18? ☐ Yes ☐ No

Number of people in the home: \_\_\_\_\_ Number of bedrooms: \_\_\_\_\_ Rent: \$ \_\_\_\_\_ Year built? \_\_\_\_\_

**Annualized** adjusted gross income for the household: \$ \_\_\_\_\_

Is applicant living in HUD subsidized housing? ☐ Yes ☐ No

Is applicant "income eligible" for HPRP? ☐ Yes ☐ No

Is applicant receiving utility assistance? ☐ Yes ☐ No

Has applicant utilized all other community resources?

☐ Yes ☐ No

***If YES, please list source and assistance provided by other community resources:***

I hereby give permission for \_\_\_\_\_ to contact the HPRP Coordinator to determine my eligibility for HPRP.

Applicant's signature: \_\_\_\_\_ Date: \_\_\_\_\_

Referring Agency: \_\_\_\_\_ Name of Case Manager: \_\_\_\_\_

Agency's Street Address: \_\_\_\_\_ Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email address: \_\_\_\_\_ Agency Web address: \_\_\_\_\_

Date referred: \_\_\_\_\_ Please briefly describe applicant's situation: \_\_\_\_\_

***Please briefly describe applicant's situation:***



## ELIGIBILITY REQUIREMENTS

To be eligible Applicant must meet all five conditions.

1. ☐ Yes ☐ No – Without this assistance, applicant or household will remain or become homeless. If yes, please explain:  
\_\_\_\_\_  
\_\_\_\_\_
2. ☐ Yes ☐ No – No other appropriate housing options have been identified. If yes, please explain:  
\_\_\_\_\_  
\_\_\_\_\_
3. ☐ Yes ☐ No – Applicant or household lacks the financial resources and support networks needed to obtain immediate housing or remain in their existing housing. If yes, please explain:  
\_\_\_\_\_  
\_\_\_\_\_
4. ☐ Yes ☐ No – Applicant or household can demonstrate that through employment or by using mainstream resources they will be able to sustain their housing after completing the HPRP program. If yes, please explain what will be different:  
\_\_\_\_\_  
\_\_\_\_\_
5. ☐ Yes ☐ No – Applicant or household is at or below 50% of the Area Median Income Limit. If yes, what brought about these circumstances:  
\_\_\_\_\_  
\_\_\_\_\_

See Area Median Income

## Additional Risk Factors

Please check any additional circumstances that put Applicant at risk of becoming homeless and describe what happened.

- ☐ Applicant has had a recent loss of income (within the past 6 months).  
\_\_\_\_\_  
\_\_\_\_\_
- ☐ Applicant's utility costs have increased, with a utility cost-burden greater than 20% of the household's income.  
\_\_\_\_\_  
\_\_\_\_\_
- ☐ Applicant has been evicted, or has an eviction notice or court order for non-payment of rent.  
\_\_\_\_\_  
\_\_\_\_\_
- ☐ Applicant has a housing cost burden that is greater than 50% of household's income, based on Fair Market Rent for the county in which household resides. See Fair Market Rent at  
\_\_\_\_\_  
\_\_\_\_\_
- ☐ Applicant is leaving a domestic violence situation.  
\_\_\_\_\_  
\_\_\_\_\_



☐ Applicant's lease was not renewed, but this was not due to the behavior or action of the tenant. E.g. applicant's landlord has a foreclosure pending on the rental property or landlord is selling rental property.

☐ Applicant's home (rental or owner occupied) has been condemned by housing officials and is no longer appropriate for human habitation.

### Barriers to Ability to Sustain Housing

*Use the following scale to rank the level of barriers Applicant needs to overcome in order to successfully sustain housing on their own:*

Level 1 = Completely Without (see list below)

Level 2 = Has Minimal

Level 3 = Marginally Adequate

Level 4 = Adequate, but Subsidized or Receiving Supportive Services

Level 5 = Adequate and Unsubsidized

	Level 1	Level 2	Level 3	Level 4	Level 5	N/A
Shelter (housing & utilities)						
Employment						
Income and Budgeting						
Food and Nutrition						
Child Care						
Children's Education						
Adult Education						
Health Care Coverage						
Life Skills						
Family Relations						
Mobility/Transportation						
Community Involvement						
Parenting Skills						
Legal						
Mental Health						
Substance Abuse						
Safety						

Please send completed application to:

Updated 06/08/2010



## Strategies for Coordinating the Homelessness Prevention and Rapid Re-Housing Program (HPRP) with the Temporary Assistance for Needy Families (TANF) Program

### About this Tool

This guide describes how Homelessness Prevention and Rapid Re-Housing Program (HPRP) grantees and sub-grantees can coordinate HPRP services with Temporary Assistance for Needy Families (TANF) programs.

### PURPOSE OF THE GUIDE

HPRP funding provides a valuable new resource for communities to serve households that are homeless or at-risk of homelessness, and it is vital that individuals and families receiving HPRP support are also able to link into existing mainstream resources. For many households, a disruption in employment or health care may lead to financial or housing crises; conversely, housing crises can lead to employment or health instability. Therefore, access to TANF-funded services, including housing assistance, cash assistance and subsidized employment, may be an important strategy for preventing or shortening episodes of homelessness and stabilizing household income, housing and health. This guide includes an overview of TANF and HPRP, a description of strategies HPRP grantees and sub-grantees can use to coordinate with TANF providers and models from other communities.

### FUNDING: SNAPSHOT OF ARRA FUNDING FOR HPRP AND TANF

The HPRP program, administered by the U.S. Department of Housing and Urban Development, provides \$1.5 billion in American Recovery and Reinvestment Act (ARRA) resources for state and local governments to use to prevent individuals and families from becoming homeless and help those who are experiencing homelessness to be quickly re-housed and stabilized. Eligible grantees include metropolitan cities, urban counties and states for distribution to local governments and private non-profit organizations. HPRP may be used by grantees to assist eligible households with financial assistance (including rental assistance, security and utility deposits, utility payments, moving cost assistance and motel/hotel vouchers) and housing relocation and stabilization services (including case management, outreach and engagement, housing search and placement, legal services and credit counseling).

The Temporary Assistance to Needy Families (TANF) program is a key mainstream resource that already serves some households experiencing homelessness or housing crises that could lead to homelessness. In addition to the annual TANF block grant allocations to states, up to \$5 billion in ARRA resources is available for FY 2009-2010 through a new program, the TANF Emergency Fund. Under this program, each state can receive up to 50 percent of its annual TANF block grant allocation in additional funding. The TANF Emergency Fund can be used to reimburse states for up to 80 percent of increased spending to provide: 1) non-recurrent, short-term payments (e.g. up to four months of rental assistance for families experiencing homelessness, security deposits and first month's rent, utility assistance); 2) basic assistance (cash grants to low income families) if a state has increased caseloads; and 3) subsidized employment. Generally, states must show that they have increased expenditures compared to an equivalent quarter in FY 2007 or FY 2008, whichever is lower.

## TANF: AN OVERVIEW

TANF provides temporary financial assistance to families in need, while simultaneously providing employment and training services to move program participants towards self-sufficiency. Families that receive TANF cash assistance are subject to time limits that vary by state.

States determine how families can apply for TANF assistance, and there are many different models among the 50 states. Some states have consolidated application processes for households applying for TANF, Medicaid, and Supplemental Nutrition Assistance Program (SNAP) benefits (also known as Food Stamps). In all states, TANF participants must attempt to find employment while receiving assistance. Some state policies allow flexibility regarding time limits and work requirements. However, state policies regarding compliance vary widely, and many states have established assessment procedures and special programs to address the needs of families facing significant barriers to employment or obstacles to compliance with work requirements including serious illness, disabling health conditions and others.

Even before the recent economic downturn, a significant number of low-income families were neither employed nor receiving TANF or cash disability benefits. These families often have high barriers to employment, including limited education, poor mental health, or other disabling health conditions, and are likely to be at heightened risk for homelessness or housing crises. As a result, it is likely that some of the families seeking assistance from HPRP programs are potentially eligible, but not currently receiving TANF cash assistance or services. For some of these families, TANF application and assessment procedures and work program participation requirements may be daunting.

## STRATEGIES FOR COORDINATING HPRP WITH TANF IN YOUR COMMUNITY

The HPRP program is a new resource designed to address the needs of families experiencing homelessness or at-risk of homelessness. The following are examples of approaches HPRP grantees and sub-grantees can use to ensure HPRP clients are linked to TANF services for which they may be eligible.

### Coordinated Entry

- HPRP programs should be implemented in collaboration with existing multi-service centers or agencies where low-income families can have “one-stop” access to a range of services including enrollment in TANF and other benefits. Multi-service centers are a particularly effective strategy for rural areas which typically have fewer community-based organizations. The **State of Virginia** ensured that HPRP program funding for rural and non-metro areas went to providers that participate in broad collaborations including community action agencies, food banks, veterans’ organizations, churches and government social services offices. In rural and non-metro areas, with fewer nonprofit agencies, the local department of social services may be the best location for clients to access or get referrals to HPRP resources. Strong linkages with local employers are also essential in rural areas, where the lack of job opportunities makes it very difficult for clients to comply with TANF rules requiring participation in work activities. Coordinating with local employment one-stop service centers is another good cross-system building strategy in these areas.
- To enhance access to TANF assistance, HPRP grantees may utilize an existing coordinated entry system, with case management assistance, standardized intake processes, guidelines and forms, or explore developing a new system in collaboration with mainstream resource partners. Coordinated entry programs provide a client-centered program intake system, allowing clients to apply for multiple benefits at locations where they are already being served. Not all states have coordinated, online application processes for TANF. However, in some states, such as **Ohio** and **Washington**, mobile benefits buses or vans provide improved



access to services, including TANF. Washington's mobile benefits buses will start service in early 2010, and will be staffed by case managers who can screen families for TANF eligibility. Households that pass the initial screening will be referred to a local office to complete the process. These models provide potentially eligible clients with broader access to programs and services and show promise for increasing rates of access in rural and other underserved communities. See State of Ohio example below.

### Tailored Services

- By coordinating TANF and HPRP funding, communities can help ensure that housing assistance provided to eligible families is at the appropriate level and duration. For TANF programs, homelessness is often assessed as a barrier to work, so case workers assist families experiencing homelessness to obtain housing assistance in an effort to help them comply with the TANF work requirements. Households that require only minimal rental assistance to sustain or access new housing, but are eligible for TANF assistance, should utilize housing assistance options through TANF. Households requiring more than four months of housing may be better served by medium-term rental assistance funded through HPRP. Families who receive short-term rental assistance through TANF can also be referred to HPRP programs for housing search assistance, landlord mediation, or case management services. TANF and HPRP funding can be coordinated and administered by a single agency, allowing families a "seamless" application process. For example, in **Alameda County, California**, families experiencing a housing crisis can complete a single application without having to figure out whether they should apply for TANF or HPRP housing assistance. Program staff will use standardized assessment tools to determine the most appropriate source(s) and type(s) of assistance based on the family's needs and eligibility.

### Staff Training

- Training on TANF eligibility requirements and enrollment procedures can help HPRP staff to better assist program participants in applying for benefits for which they may be eligible. In addition, HPRP program staff can work with local TANF staff to raise awareness of their clients' housing status and make timely referrals for prevention or rapid re-housing services. For example, the **State of Utah** has held full-day training for all HPRP service provider staff regarding availability, eligibility, and referral procedures for mainstream resources. See State of Utah example below.
- HPRP training for TANF staff would also help them identify potentially eligible program participants and make appropriate referrals. TANF staff should have a good understanding of HPRP resources, eligibility criteria, access locations, and referral procedures. If TANF staff is informed about HPRP resources, they are more likely to identify clients with housing crises and make timely referrals for prevention or rapid re-housing services.

**Case Study: Coordinated Entry and Service Provision**

The **State of Utah** is working with local jurisdictions to align HPRP activities with funding from other ARRA sources, including TANF and Medicaid. Beginning in April 2009, the State embarked on a mission to streamline the existing services system and develop a standardized intake process, guidelines, and forms to better serve individuals and families experiencing homelessness. As part of its statewide, collaborative strategy, Utah has organized and formed the Centralized Intake Task Force, which has developed a virtual centralized intake system for each area of the state. Individuals and families may access available assistance at any entry point, including Medicaid, TANF, Food Stamps, SSI/SSDI and the State's General Assistance program. The intake system will streamline administration of assistance programs by limiting the number of agencies actually providing the assistance but offering multiple points to access services in a "one-stop" setting. Case managers and homeless shelter staff will be able to determine eligibility for multiple programs, including HPRP and TANF assistance, using a standardized intake form. Agencies administering mainstream resources have signed an information sharing agreement. In conjunction with HPRP funding, Utah plans to target its \$4 million in TANF Emergency funding, to serve families experiencing homelessness. Clients will be able to access this assistance through the coordinated intake system in each region.

**Case Study: Coordinated Entry**

In **Ohio**, the Ohio Benefit Bank is a web-based computer program which screens low- and moderate-income residents for eligibility for a variety of assistance programs, including TANF, health insurance, food assistance, child care, and housing assistance. The program is offered through a public-private partnership that includes the Governor's Office of Faith-Based and Community Initiatives, the Ohio Association of Second Harvest Food banks and more than 400 faith-based, non-profit, governmental and private sector partners. The program operates a mobile benefit bank van (the "Mobile Express") to reach underserved communities and to provide the flexibility to set up at public events. The Ohio Benefit Bank has more than 2,700 trained counselors who are staffing the more than 700 Benefit Bank sites across the state. One site, the Community Action Agency of Columbiana County, became involved because many residents who utilize their food pantry or winter heating assistance program will not go to the Department of Job and Family Services to obtain services. Residents can do a quick check, and if they learn they are eligible, they can continue the process and complete the application. Staff provides the results of the initial assessment and then the resident determines if they want to continue the process.

State of Utah  
**ANNUALIZED HOMELESS COUNT COMPARISON**  
 (2010, 2009, 2008)

	2010 Annualized	2009 Annualized	2008 Annualized	2009 (over)/under 2008		2010 (over)/under 2009	
				Number	Percent	Number	Percent
<b><u>WASATCH FRONT</u></b>							
<b><u>WEBER</u></b>							
Sheltered	1,136	2,016	1,205	(811)	(67%)	880	44%
Unsheltered	<u>105</u>	<u>44</u>	<u>28</u>	<u>(16)</u>	<u>(57%)</u>	<u>(61)</u>	<u>(139)</u>
Total Homeless	<u>1,241</u>	<u>2,060</u>	<u>1,233</u>	<u>(819)</u>	<u>(67%)</u>	<u>819</u>	40%
Chronically Homeless	86	190	188	(2)	(1%)	104	55%
<b><u>DAVIS</u></b>							
Sheltered	617	643	789	146	19%	26	4%
Unsheltered	<u>12</u>	<u>2</u>	<u>0</u>	<u>(2)</u>		<u>(10)</u>	<u>(500)</u>
Total Homeless	<u>629</u>	<u>645</u>	<u>789</u>	<u>144</u>	<u>18%</u>	<u>16</u>	3%
Chronically Homeless	4	20	24	4	17%	16	80%
<b><u>SALT LAKE</u></b>							
Sheltered	8,778	9,558	9,699	141	1%	780	12%
Unsheltered	<u>756</u>	<u>208</u>	<u>300</u>	<u>92</u>	<u>31%</u>	<u>(548)</u>	<u>(263)</u>
Total Homeless	<u>9,534</u>	<u>9,766</u>	<u>9,999</u>	<u>233</u>	<u>2%</u>	<u>232</u>	<u>2%</u>
Chronically Homeless	384	706	934	<u>228</u>	<u>24%</u>	<u>322</u>	<u>46%</u>
<b><u>MOUNTAINLAND</u></b>							
Sheltered	779	359	497	138	28%	(420)	(117%)
Unsheltered	<u>735</u>	<u>88</u>	<u>94</u>	<u>6</u>	6%	<u>(647)</u>	<u>(735)</u>
Total Homeless	<u>1,514</u>	<u>447</u>	<u>591</u>	<u>144</u>	<u>24%</u>	<u>(1,067)</u>	<u>(239%)</u>
Chronically Homeless	204	192	106	(86)	(81%)	(12)	(6%)
<b><u>TOOELE</u></b>							
Sheltered	84	70	40	(30)	(75%)	(14)	(20)%
Unsheltered	<u>62</u>	<u>16</u>	<u>16</u>	<u>0</u>	0%	<u>(46)</u>	<u>(288)</u>
Total Homeless	<u>146</u>	<u>86</u>	<u>56</u>	<u>(30)</u>	<u>(54%)</u>	<u>(60)</u>	<u>(70%)</u>
Chronically Homeless	16	46	16	(30)	(188%)	30	65%
<b><u>WASATCH FRONT TOTAL</u></b>							
Sheltered	11,394	12,646	12,230	(416)	(3%)	1,252	10%
Unsheltered	<u>1,670</u>	<u>358</u>	<u>438</u>	<u>80</u>	18%	<u>(1,312)</u>	<u>(366)</u>
Total Homeless	<u>13,064</u>	<u>13,004</u>	<u>12,668</u>	<u>(336)</u>	<u>(3%)</u>	<u>(60)</u>	<u>(1%)</u>
Chronically Homeless	694	1,154	1,268	<u>114</u>	9%	<u>460</u>	<u>40%</u>

State of Utah  
**ANNUALIZED HOMELESS COUNT COMPARISON**  
 (2010, 2009, 2008)

	2010 Annualized	2009 Annualized	2008 Annualized	2009(over)/under 2008		2010 (over)/under 2009	
				Number	Percent	Number	Percent
<b><u>RURAL</u></b>							
<b><u>BRAG</u></b>							
Sheltered	671	763	571	(192)	(34%)	92	12%
Unsheltered	2	4	0	(4)		2	5
Total Homeless	<u>673</u>	<u>767</u>	<u>571</u>	<u>(196)</u>	<u>(34%)</u>	<u>94</u>	12%
Chronically Homeless	8	22	6	(16)	(267%)	14	64%
<b><u>CARBON/EMERY</u></b>							
Sheltered	105	354	165	(189)	(115%)	249	70%
Unsheltered	0	56	0	(56)		56	
Total Homeless	<u>105</u>	<u>410</u>	<u>165</u>	<u>(245)</u>	<u>(148%)</u>	<u>305</u>	74%
Chronically Homeless	0	70	20	(50)	(250%)	70	100%
<b><u>FIVE COUNTY</u></b>							
Sheltered	994	624	622	(2)	0%	(370)	(59%)
Unsheltered	0	32	0	(32)		32	100
Total Homeless	<u>994</u>	<u>656</u>	<u>622</u>	<u>(34)</u>	<u>(5%)</u>	<u>(338)</u>	(52%)
Chronically Homeless	4	56	112	56	50%	52	93%
<b><u>GRAND</u></b>							
Sheltered	125	65	20	(45)	(225%)	(60)	(92%)
Unsheltered	47	36	22	(14)	(64%)	(11)	(31%)
Total Homeless	<u>172</u>	<u>101</u>	<u>42</u>	<u>(59)</u>	<u>(140%)</u>	<u>(71)</u>	(70%)
Chronically Homeless	22	46	22	(24)	(109%)	24	52%
<b><u>SAN JUAN</u></b>							
Sheltered	125	95	125	30	24%	(30)	(32%)
Unsheltered	62	14	0	(14)		(48)	(343 )
Total Homeless	<u>187</u>	<u>109</u>	<u>125</u>	<u>16</u>	<u>13%</u>	<u>(78)</u>	(72%)
Chronically Homeless	62	24	0	(24)		(38)	(158%)
<b><u>SIX COUNTY</u></b>							
Sheltered	184	108	64	(44)	(69%)	(76)	(70%)
Unsheltered	10	0	0	0		(10)	
Total Homeless	<u>194</u>	<u>108</u>	<u>64</u>	<u>(44)</u>	<u>(69%)</u>	<u>(86)</u>	(80%)
Chronically Homeless	14	18	4	(14)	(350%)	4	22%
<b><u>UINTAH BASIN</u></b>							
Sheltered	77	360	82	(278)	(339%)	283	79%
Unsheltered	176	10	36	26	72%	(166)	(1,660)
Total Homeless	<u>253</u>	<u>370</u>	<u>118</u>	<u>(252)</u>	<u>(214%)</u>	<u>117</u>	32%
Chronically Homeless	8	10	38	28	74%	2	20%
<b><u>TOTAL RURAL AREAS</u></b>							
Sheltered	2,281	2,369	1,649	(720)	(44%)	88	4%
Unsheltered	297	152	58	(94)	(162%)	(145)	(95)
Total Homeless	<u>2,578</u>	<u>2,521</u>	<u>1,707</u>	<u>(814)</u>	<u>(48%)</u>	<u>(57)</u>	<u>(2%)</u>
Chronically Homeless	118	246	202	(44)	(22%)	128	52%
<b><u>UTAH STATE TOTAL</u></b>							
Sheltered	13,625	15,015	13,879	(1,136)	(8%)	1,340	9%
Unsheltered	1,967	510	496	(14)	(3%)	(1,457)	(286)
Total Homeless	<u>15,642</u>	<u>15,525</u>	<u>14,375</u>	<u>(1,150)</u>	<u>(8%)</u>	<u>(117)</u>	<u>(1%)</u>
Chronically Homeless	812	1,400	1,470	70	5%	588	42%

# Summary by Local Homeless Coordinating Committees (January 27, 2010 Point-in-Time Homeless Count)

2010

WEBER &  
MORGAN

DAVIS

SALT LAKE

TOOELE

MOUNTAIN  
LANDS

WASATCH  
FRONT

CARBON &  
EMERY

FIVE  
COUNTY

GRAND

JUAN

SIX  
COUNTY

UINTAH  
BASIN

TOTAL  
RURAL  
AREAS

UTAH STATE  
TOTALS

July 2009 State Est. Population*	237,206	307,656	1,042,125	59,117	595,321	2,241,425	166,026	30,616	210,756	9,493	15,643	76,483	49,647	558,664	2,800,089
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## POINT-IN-TIME

### HOMELESS - SHELTERED

Individuals	164	14	1,026	6	69	1,279	12	17	108	2	1	10	5	155	1,434
Persons in Families	71	110	783	12	94	1,070	124	4	92	23	24	28	11	306	1,376
Unaccompanied Children	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL SHELTERED	235	124	1,809	18	163	2,349	136	21	200	25	25	38	16	461	2,810
HOMELESS - UNSHELTERED															
Individuals	39	1	206	14	185	445	1	0	0	16	31	5	15	68	513
Persons in Families	0	2	7	2	16	27	0	0	0	0	0	0	18	18	45
Unaccompanied Children	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4
TOTAL UNSHELTERED	39	3	213	16	201	472	1	0	0	16	31	5	37	90	562
TOTAL HOMELESS	274	127	2,022	34	364	2,821	137	21	200	41	56	43	53	551	3,372
MEMO															
Families with Children	19	34	223	4	32	312	35	1	27	7	6	8	8	92	404

## MEMO

### Chronically Homeless

Sheltered	13	1	89	2	12	117	3	0	2	0	0	2	1	8	125
Unsheltered	30	1	103	6	90	230	1	0	0	11	31	5	3	51	281
Total Chronically Homeless	43	2	192	8	102	347	4	0	2	11	31	7	4	59	406
HOMELESS - SHELTERED															
Hospital Patients	6	0	27	0	11	44	0	0	3	0	0	0	0	3	47
Jail/Prison	4	18	145	0	58	225	17	0	0	3	0	20	1	41	266
Homeless Veterans	55	1	251	0	16	323	0	3	10	2	0	0	1	16	339
Homeless School Children*	1,214	1,073	4,086	645	2,569	9,587	212	111	750	20	920	191	137	2,341	11,928

## ANNUALIZED HOMELESS ESTIMATES\*

### HOMELESS - SHELTERED

Individuals	781	67	4,863	24	309	6,044	51	85	534	10	5	44	22	751	6,795
Persons in Families	355	550	3,915	60	470	5,350	620	20	460	115	120	140	55	1,530	6,880
Unaccompanied Children	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL SHELTERED	1,136	617	8,778	84	779	11,394	671	105	994	125	125	184	77	2,281	13,675
HOMELESS - UNSHELTERED															
Individuals	105	2	721	52	655	1,535	2	0	0	47	62	10	66	187	1,722
Persons in Families	0	10	35	10	80	135	0	0	0	0	0	0	90	90	225
Unaccompanied Children	0	0	0	0	0	0	0	0	0	0	0	0	20	20	20
TOTAL UNSHELTERED	105	12	756	62	735	1,670	2	0	0	47	62	10	176	297	1,967
TOTAL HOMELESS	1,241	629	9,534	146	1,514	13,064	673	105	994	172	187	194	253	2,578	15,642
Families with Children	95	170	1,115	20	160	1,560	175	5	135	35	30	40	40	460	2,020

% of 2009 Est. Population	0.53%	0.28%	0.91%	0.35%	0.35%	0.58%	0.41%	0.34%	0.43%	1.01%	1.39%	0.25%	0.31%	0.46%	0.56%
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Chronically Homeless	86	4	384	16	204	694	8	0	4	22	82	14	8	118	812
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1: July 2009, <http://www.governor.utah.gov/dea/UPEC/2009%20Utah%20Population%20Estimates%20by%20County.pdf>

2: Utah State Office of Education's 2010 Annual Point-in-Time Count

## 2010 Utah Point-in-Time Annualized Homeless Count Numbers

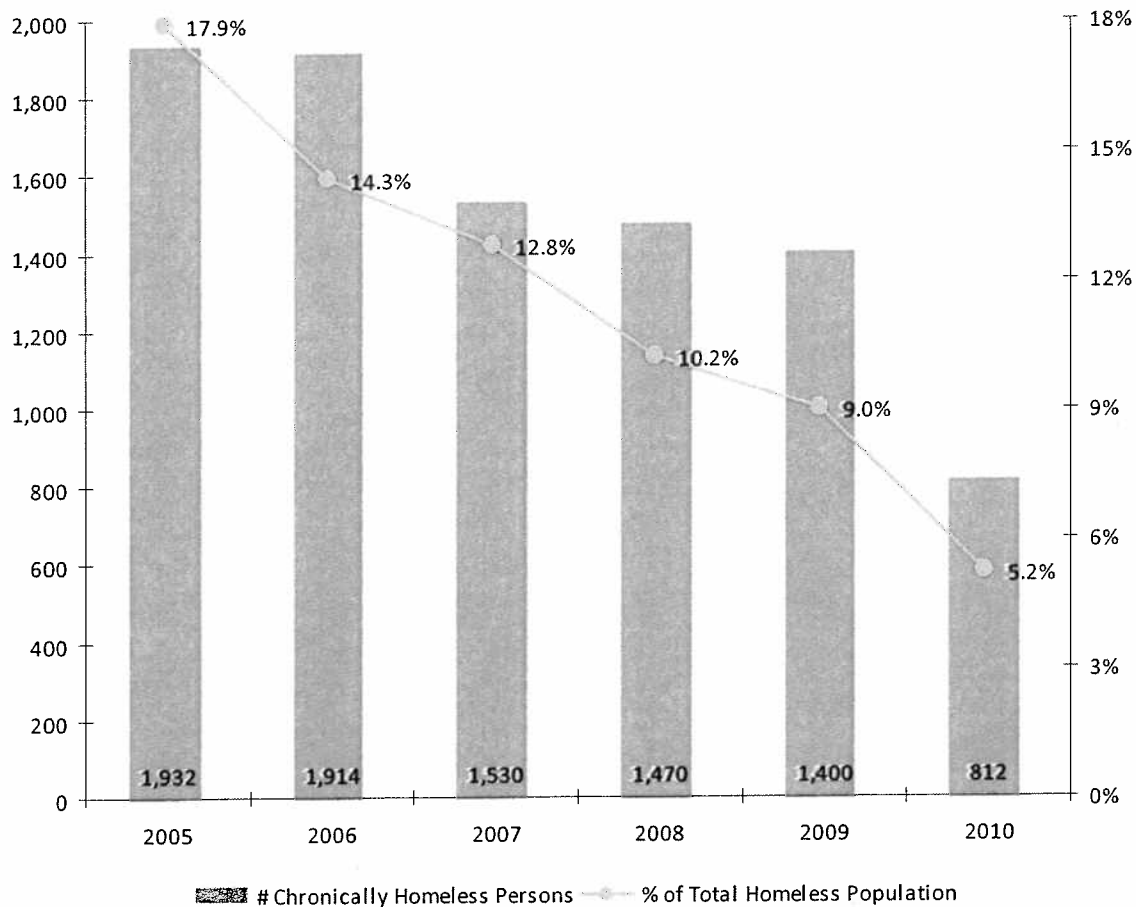
### 2010 Overall Headcount Numbers

	<i>Rural</i>	<i>Urban</i>	<i>State-wide</i>	
	#	#	#	%
Sheltered	2,281	11,394	13,675	87.42%
Unsheltered	297	1,670	1,967	12.58%
<b>Total</b>	<b>2,578</b>	<b>13,064</b>	<b>15,642</b>	

### 2009 to 2010 Annualized Differences

- Overall headcount increased by 0.75% (15,525 up to 15,642 persons)
- Sheltered headcount decreased by 9% (15,015 down to 13,675 persons)
- Unsheltered headcount increased by 286% (510 up to 1,967 persons)

### Annualized Chronically Homeless: 2005-2010



Five County AOG Community Service Block Grant (CSBG )ARRA  
Five County Community Action Partnership Community Internship Policy

**PURPOSES OF CSBG ARRA COMMUNITY INTERNSHIP POSITIONS ARE:**

- TO PROVIDE ELIGIBLE CSBG TRAINING EMPLOYEES POSITIVE WORK EXPERIENCES.
- ALLOW TRAINING EMPLOYEES TO DEMONSTRATE VALUABLE EMPLOYMENT SKILLS TO POTENTIAL EMPLOYERS.
- ALLOW ELIGIBLE CSBG TRAINING EMPLOYEES OPPORTUNITIES TO OBTAIN GAINFUL EMPLOYMENT AND HELP ESTABLISH WORK HISTORIES.

When setting up (and managing) a FCAOG CSBG ARRA Community Internship position, please use the following procedure:

- 1) The approved CSBG ARRA Sub-contracted Support Service Case Manager is to contact Jane Lewis at FCAOG with notification of CSBG eligible person(s) being placed in Community Internship position(s). Support Service Case Managers must enroll eligible trainee to the FACSPRO Management System prior to obtaining FCAOG program staff approval.
- 2) The Support Service Case Manager may email or fax a completed and signed Memorandum of Understanding (MOU), including: Policy Sheet, Information Sheet and MOU Signature Sheet to Attention: Jane H. Lewis, AOG Program Staff at 1070 West 1600 South Building B., St. George, Utah 84770. Fax: 435-673-3540.
- 3) FCAOG program staff will sign the MOU, providing approval for the Community Internship and return copies to: 1) Support Service Case Manager, 2) Eligible CSBG trainee, and 3) Employer. Eligible CSBG trainee may not begin Community Internship until the MOU is completely signed and approved.
- 5) Support Service Case Manager will assist in providing support and linkages to pre-employment training Employee may need prior to beginning of Community Internship.
- 6) Training stipend reimbursement process is initiated by FCAOG staff after receiving trainee's timesheet(s) verified by signature of employer. The time sheet may be emailed ([jlewis@fivecounty.utah.gov](mailto:jlewis@fivecounty.utah.gov)) or faxed to: 435-673-3540 (attention Jane Lewis).
- 7) Community Internships are recommended to be no less than 10 hours per week and no more than 20 hours per week. All Community Internships must be completed within 50 hours and less than a two month period.
- 8) Time sheets need to be received by 4:30 p.m. on Tuesdays in order to be processed that week. Training stipends will be mailed by FCAOG directly to trainee.
- 9) Support Service Case Managers must open an action plan in FACSPRO Management System and provide appropriate Case Management support and follow-up to each Community Internship placement.
- 10) Employer and CSBG Employee Trainee will complete an evaluation at the conclusion of Community Internship. Copy of evaluation will be given to Support Service Case Manager. Job placements as a result of Community Internships are to be encouraged.

2

1

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## Internship Evaluation by Intern Employer

*Please take a few minutes to complete this evaluation form to help us assess the Intern's progress and to monitor your satisfaction with him/her so that adjustments by be discussed with the Intern if needed.*

To be completed after 20 hours and completion of 50 hours;

☐

Midpoint  
Evaluation

☐

Final  
Evaluation

Intern Name \_\_\_\_\_

Date: \_\_\_\_\_

Internship Agency: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Job Title of Intern \_\_\_\_\_

Number of Hours  
Completed

**Please use a check mark (✓) to indicate your responses.**

<b>The Intern:</b>	Not Applicable 0	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
Is very dependable concerning his/her work schedule						
Willingly accepts and follows through with new assignments						
Has a positive attitude toward his/her work						
Has a good working relationship with staff						
Accepts supervision graciously						
Accepts feedback and makes every effort to improve						
Uses good judgment						
Assumes leadership						
Completed assignments on time						
Is concerned with details of job responsibilities						
Are you willing to hire this person if resources were available						

\_\_\_\_\_  
Employer Signature

\_\_\_\_\_  
Date

**Thank you!**

**Your responses are important for the ongoing development of the internship program.**

Provide 1 Copy to:

Case Manager

Five County AOG c/o Jane Lewis  
1070 West 1600 South, Bldg. B;  
St. George, Utah 84771-1550



# Evaluation of Internship Experience By Intern

Intern Name \_\_\_\_\_ Date: \_\_\_\_\_

Internship Agency: \_\_\_\_\_

Job Title or Role \_\_\_\_\_

Number of Completed

How did you find this internship?

☐ Case Manager

☐ On my own

☐ Other

<i>Please use a check mark (✓) to indicate your responses.</i>	Not Applicable 0	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
The atmosphere at the agency was professional.						
I was encouraged to ask questions and/or give opinions.						
The internship supervisor was accessible to me and concerned about my progress.						
I knew the job responsibilities						
I knew what my weekly schedule was and reported to work on time.						
I was given many opportunities to learn new things.						
I would you recommend this site to other interns.						
I would describe my internship as a positive experience.						
I would you consider working for this supervisor and accepting employment at this agency if asked.						

Please use the space below if to provide additional information about your internship experience:

---



---

Intern Signature \_\_\_\_\_

Date \_\_\_\_\_

**Thank you!**

**Your responses are important for the ongoing development of the internship program.**

Provide 1 Copy to:

Case Manager

☐

Five County AOG c/o Jane Lewis  
1070 West 1600 South, Bldg B;  
St. George, Utah 84771-1550

☐



MEMORANDUM of UNDERSTANDING  
BETWEEN  
COMMUNITY SERVICE BLOCK GRANT (CSBG) ARRA AND

\_\_\_\_\_  
(Community Internship Employer)

1. PURPOSES OF CSBG ARRA COMMUNITY INTERNSHIP POSITIONS ARE:

- To provide eligible CSBG Interns a positive work experience.
- Allow Interns to demonstrate valuable employment skills to potential employers.
- Allow eligible CSBG ARRA Interns' opportunities to obtain gainful employment and help establish work histories.

2. The attached CSBG ARRA Community Internship Policy Sheet and Information Sheet are to be included as part of this MOU agreement.

3. Employer will coordinate Intern's Community Internship issues with Support Service Case Manager listed on Information Sheet. If needed, AOG contact may also be contacted.

4. Employer listed on Information Sheet agrees to hire Intern listed on Information Sheet for up to 50 hours within a two month period of time as stated on Information Sheet.

5. Intern agrees to perform work duties assigned by Employer as part if position description stated on Information Sheet. Intern agrees to have work Supervisor sign to document hours worked. Intern agrees to submit time sheets to Five County AOG for payment of training stipend in accordance with the amount stated on Information Sheet.

6. Employer agrees to supervise Intern providing needed training and direction allowing for positive work experience for the position description stated in Information Sheet. Employer agrees to sign Intern time sheets as documentation of time worked. Employer agrees to give consideration to Intern when job opportunities become available. However, no employment further employment is guaranteed by participating in this Community Internship.

7. Support Service Case Manager will check in with Employer and Intern to monitor work experience and coordinate the completion of an evaluation form at the conclusion of Internship.

8. Community Internship employment may begin as directed by Employer, but must be after date of AOG signature approving this MOU.

\_\_\_\_\_  
CSBG Community Internship Intern

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CSBG Employer

\_\_\_\_\_  
DATE

\_\_\_\_\_  
Support Service Case Manager

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Five County AOG Program Staff

\_\_\_\_\_  
(Date)





FIVE COUNTY ASSOCIATION OF GOVERNMENTS

# Community Action Focus Group

Inviting Families who are low-income an opportunity to express community interests and concerns. This dialogue helps prioritize community programs to better meet the needs and desires of County's residents.

Come share your opinions about community needs, including:



Food



Employment



Housing



Transportation



Child Care



Health Care



Volunteering



Family Issues



Senior Programs



Education/Training



Utah Saves/VITA

**WASHINGTON COUNTY**  
**June 29, 2010**  
**5:30 p.m. - 7:30 p.m.**  
**GRACE EPISCOPAL CHURCH**  
**1072 EAST 900 SOUTH**  
**SAINT GEORGE, UT 84790**

Dinner will be served at 5:30, the focus group begins at 6pm  
Child Care is available on site. Bus passes will be provided.



Sponsored by FIVE COUNTY ASSOCIATION OF GOVERNMENTS  
Human Services & Economic Development

